

COMMUNITIES — HOMELESSNESS — ENTRYPOINT PERTH

1922. Hon Wilson Tucker to the minister representing the Minister for Homelessness:

- (1) Does the Department of Communities collect performance data for Entrypoint Perth?
- (2) If yes to (1), can the Minister provide:
 - (a) the average client volume, either by day, week or month;
 - (b) the current waitlist for clients awaiting a response;
 - (c) how many operators are employed to respond to client queries;
 - (d) the average hold time for clients calling; and
 - (e) the average response time to client queries?
- (3) If no to (1), why not?

Hon Jackie Jarvis replied:

- (1) The Department of Communities (Communities) does not collect the referenced performance data for Entrypoint Perth, however Centrecare Inc, the service provider of Entrypoint, provides bi-annual reports to Communities.
- (2)–(3)
 - (a) This data is not collected as part of regular reporting and would require a diversion of Centrecare resources from core service delivery.
 - (b) There is no waitlist for Entrypoint, however, a callback service is provided.
 - (c) 6.4 Full-Time Equivalent
 - (d)–(e) This data is not collected as part of regular reporting and would require a diversion of Centrecare resources from core service delivery.